

FIG. 2

✓ <sup>130</sup>

305

IF MODEL = 9406 AND CPU UTILIZATION > 80% AND DISK ARM UTILIZATION > 60% AND RESPONSE TIME > 4 SECONDS THEN OFFERING = PERFORMANCE TUNING SERVICES

IF TITLE = WEBSPHERE AND DATE > 2/1/2003 AND VERSION = 3.0
THEN OFFERING = TRAINING CLASS
310

FIG. 3

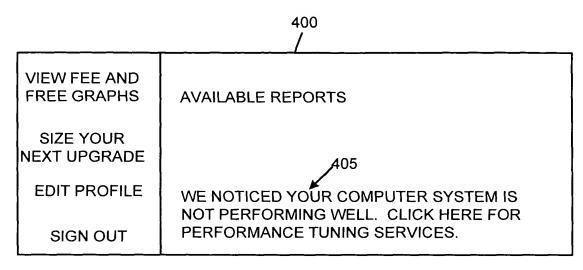


FIG. 4A

VIEW FEE AND FREE GRAPHS	AVAILABLE REPORTS
SIZE YOUR NEXT UPGRADE	435
EDIT PROFILE	WE NOTICED YOU RECENTLY INSTALLED THE WEBSPHERE APPLICATION. CLICK HERE FOR
SIGN OUT	INFORMATION ABOUT A TRAINING CLASS.

FIG. 4B

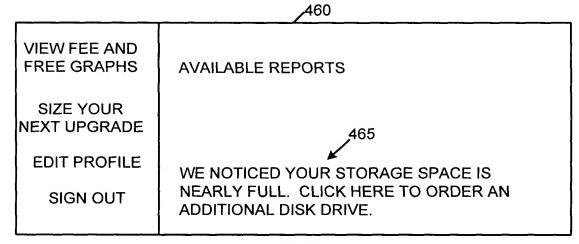


FIG. 4C

500 **START** 505 RECEIVE INVENTORY DATA FROM THE CLIENT 510 SAVE INVENTORY DATA NO 515 COMPARE INVENTORY DATA TO TRIGGER THRESHOLDS 520 OFFERING SELECTED **BASED ON INVENTORY** DATA AND TRIGGERS? YES 525 NO SEND OFFERING TO THE **CLIENT** 530 OFFERING SELECTED? 535 NOTIFY MARKETING CHANNEL

FIG. 5